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*To enrich lives through effective and caring service.*

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May 12, 2009

To: Each Supervisor

From: Tom Tindall  
Director

*Tom Tindall*

Subject: **AMENDMENT OF INFORMATION TECHNOLOGY SUPPORT  
SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER  
06-1051**

This is to notify you of ISD's intent to amend ITSSMA Work Order 06-1051 with Staff Tech, Inc. to increase the amount by \$249,600 for a maximum Work Order amount of \$549,599 and to extend the Work Order term through May 31, 2010. In accordance with ITSSMA guidelines, Board notification is required for all projects that will exceed \$300,000.

## **BACKGROUND**

The Network Infrastructure Section (NIS) of ISD's Midrange Computing Division configures and maintains EMC storage systems that are used by countywide applications such as eCAPS, DPSSMART, and IT Shared Services. The EMC storage systems span two data centers and currently contain approximately 1 Petabyte of data which is expected to increase by 100% over the next four months.

The rapid growth of the County's Downey Data Center and Santa Ana Local Recovery Center server farms, new applications, and expansion of existing applications have created the need to extend this Work Order for the current storage consultant to supplement our technical work force.

## **SCOPE OF WORK**

Under the direction of an ISD Project Manager, the consultant working under this Work Order on a time and materials basis performs the following specific services:

- Install, configure, test, and implement EMC software and components, including new releases and applicable patch releases.

- Design and deploy local/remote mirroring solutions such as EMC Mirrorview, Snapview, SRDF, Timefinder for backup and disaster recovery.
- Analyze and resolve EMC Storage Area Network (SAN) related errors and reported problems. Coordinate fixes with hardware vendors and customers.
- Configure and add fiber ports in the SAN switches and establishes storage zones.
- Consult with customers and UNIX system administrators to size and plan for storage hardware upgrades to meet customers' growth.
- Develop the EMC SAN disaster recovery plan and participate in disaster recovery exercises.

## **JUSTIFICATION**

The skill set provided by this consultant is critical to the ongoing operations of ISD's storage infrastructure. The storage group is now considered to be understaffed. Our storage staff, which includes the contractor, is currently supporting over 300 Terabytes per FTE/contractor. Without the support of the contractor and with the expected doubling of storage over the next few months we would have each FTE supporting one petabyte (1,000 Terabytes) of data.

The consultant is needed to supplement the two County staff skilled in EMC storage systems to handle the ongoing workload. The present consultant has the required experience and skill set needed to support ISD's storage systems and has already demonstrated the ability to provide this critical service. Specific skills provided by the consultant include:

- Storage provisioning, SAN switch configuration and deployments, local and remote data replication, and data backups.
- Storage and UNIX experience to support ongoing data migration activities from legacy storage systems to new storage systems.
- Multiple server operating systems experience, including HP UNIX and IBM AIX, which is essential to support the storage systems in our environment.
- A depth of knowledge of the UNIX files systems and their relationship to storage.
- High availability for planned and/or emergency maintenance.
- Compliance with a rigorous change control process.

These contractor services are considered critical and if not approved would impact several mission critical projects. Among these projects are several Strategic Goals awaiting deployment of storage solutions. Among these are eCAPS – Budget Preparation, eHR, CDMS, Parks & Recreation's Maximo implementation, Oracle Grid Control, DPSS Customer Service, APEX, and E-Business Suite, and various Disaster Recovery storage implementations.

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The Midrange Computing Division has a frozen, vacant Senior Operating Systems Analyst (SOSA) position that cannot be filled due to the current hiring freeze. Work Order 06-1051 needs to be extended to maintain continuity of service until the SOSA position can be filled. Rebidding this Work Order will introduce significant delay and require additional startup time to familiarize a new contractor with our complex environment. There are only two permanent staff supporting the enterprise storage infrastructure for both Windows and Unix servers.

### **FISCAL IMPACT**

The consultant's hourly rate for the Work Order extension will remain the same. The total amount of the extension is \$249,600. The Work Order is funded by the use of a vacant, budgeted position used to offset the cost through salary and employee benefits savings. Costs are recovered through chargeback for storage usage by various server systems used by participating County departments. There is no impact on net County costs.

### **NOTIFICATION TIMELINE**


Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to extend the term of this Work Order and increase funds. In two weeks time, we will proceed with the extension.

If there are any questions or comments, your staff may contact me or Dave Chittenden, Acting General Manager, Information Technology Services, at (562) 940 -2901.

TT:DC:jr

c: Chief Executive Officer  
Executive Office, Board of Supervisors  
County Counsel  
Joe Sandoval

NOTED AND APPROVED:

  
Richard Sanchez,  
Acting Chief Information Officer